



# Technical Overview Pre-proposal Conference Solicitation DTFR53-04-R-00005

Federal Railroad Administration  
Washington, DC  
March 19, 2004



# Who is FRA

- FRA consists of the following program offices:
- Administration & Finance
- Civil Rights
- Chief Counsel
- Policy
- Public Affairs
- Railroad Development
- Safety

# Office of Administration and Finance



- Office of Human Resources
- Office of Information Technology and Support Systems
- Office of Acquisitions and Grants Services
- Office of Financial Services
- Office of Budget



# RAD #1 Priority

- Dedication to customer service
- Goal: Matching or exceeding the best service available in the public and private sectors

# Presidential Management Agenda



- The Office of Administration and Finance, Associate Administrator, serves as FRA's CIO&CFO
- The CIO&CFO is responsible for all five of the PMA items
- The Office of Information Technology and Support Systems is responsible for the following:
  - Expanding Electronic Government
    - Capital Planning
    - Enterprise Architecture
    - IT Security

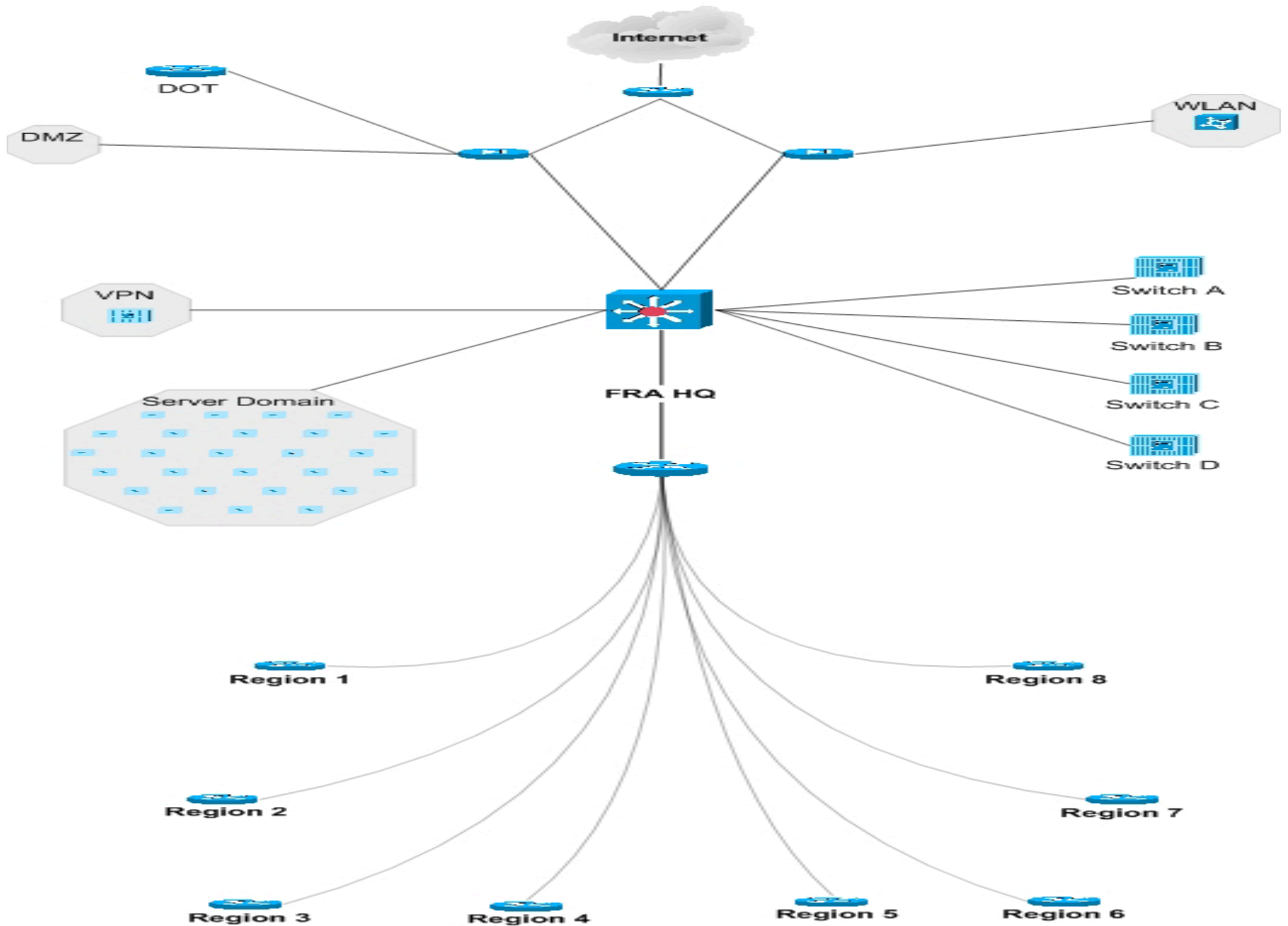


# User Community



- FRA user community is made up of approximately 260 LAN users and 600 remote users
- Remote users primarily use RAS to access their e-mail
- Most of the LAN users are located in Washington, DC

# Federal Railroad Administration





# Core Support Services

- Help Desk
- Desktop Support
- LAN\WAN
- Server Management
- Database Management
- E-mail Management





# Conclusion

- Encourage innovation in your submissions
- Please do not re-state the Statement of Work
- Remember Service Level Agreements
- FRA is looking forward to reviewing your quality submissions
- Good Luck